

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 1, 2019/2020 SESSION

### PWC 1010 – WORKPLACE COMMUNICATION

(All sections)

14 OCTOBER 2019  
2.30 p.m. – 4.30 p.m.  
(2 Hours)

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#### INSTRUCTIONS TO STUDENT

1. This question paper consists of **FOUR** pages only.
2. Answer **ALL** questions.
3. Write all your answers in the *Answer Booklet*.

**SECTION A: CASE STUDY [20 MARKS]****Question 1 [10 marks]**

**Instructions:** Read the following case study and answer the questions that follow. All answers must be written in complete sentences with necessary explanation.

**THE INTERVIEW**

Nomsu Motsepe had been interviewing job applicants for the trainee manager position since 8.30 am. It was now 4 pm and she was looking forward to a short break before the final interview of the day. She checked her schedule - Gavin Stephens, 4.30 pm. She decided to have coffee sent in to her office, as she did not have time to go to the canteen.

Unfortunately, Gavin, who had lost his way, was 20 minutes late. As a result, the interview began with Nomsu feeling irritable and Gavin flustered.

- Nomsu : Good afternoon, Mr Stephens. Take a seat.
- Gavin : Thanks Mrs er Ms Mots ... er
- Nomsu : MOTSEPE. Right. Let's get started straight away. What made you apply for this particular job, Mr Stephens? *(Gavin shuffled in his seat and Nomsu noticed that he kept adjusting his tie.)*
- Gavin : Sorry, I'm a bit hot after running here. Phew! Um ... well I've done a management course at Tech and I ... this advertisement said it was for a trainee manager.
- Nomsu : I see. Do you know anything about ABC Ltd?
- Gavin : Ja, don't you make toys and that sort of stuff?
- Nomsu : You could put it that way. Mr Stephens, we're looking for someone who can think creatively - do you have any hobbies or activities that are creative at all?
- Gavin : Um, not really. I surf in the summer ... But I enjoy working with people.
- Nomsu : Can you give me any examples?
- Gavin : What do you mean?
- Nomsu : Well, have you worked in a team, or perhaps organized a surfing competition? *(Gavin looked around the room for a few seconds. His gaze settled on Nomsu's coffee cup.)*

**Continued...**

- Gavin : I must have...I just can't remember now. Um ... I led a group of scouts on a two-day hike. Oh yes! I was a member of the Debating Society at school. That can be pretty creative!
- Nomsu : Right. Mr Stephens, we are hoping to fill this position by the end of October. Would you be available then?
- Gavin : Yes. I can't wait to stop delivering pizzas.
- Nomsu : Hmm. Well, I think that's it. Is there anything you would like to ask me about the firm, or the position?
- Gavin : Er ... is there a bar on the premises? I wouldn't mind something cool to drink. *(Unfortunately, Nomsu did not find Gavin's attempted joke funny.)*
- Nomsu : Right. If that is all ... *(Nomsu rose briskly and extended her hand, which Gavin shook firmly.)*
- Gavin : Thanks. Sorry I was late. Goodbye Mrs Motsepe. *(Gavin left hurriedly, leaving Nomsu nursing her crushed hand.)*

Source: Michael Fielding. (2004). *Effective Communication in Organizations*.

- i. List any **two** factors that led to a poor start to the interview and explain each. (2 marks)
- ii. a) List any **four** non-verbal behaviours of Gavin Stephens during the interview. (2 marks)
  - b). Discuss the messages communicated by such behavior. (3 marks)
  - c). How should have Gavin answered? (3 marks)
- iii. Explain how Gavin should have prepared for the interview. (2 marks)
- iv. a). Mrs Motsepe was not able to move through the interview stages very well because of Gavin Stephen's poor answers. In the case above, provide **four** examples of how Mrs Motsepe negotiated with Gavin to pull through the interview. (2 marks)
  - b). Having negotiated with Gavin, the interview was still not well conducted by Mrs Motsepe. Explain any **four** reasons from the case above. (2 marks)
- v. How should have Mrs Motsepe conducted the interview? (4 marks)

Continued...

**SECTION B: WRITTEN COMMUNICATION [30 MARKS]****Question 1 [15 marks]**

**Instructions:** Read the following scenario, and write an **email** of about 200 words based on the situation below.

You work in the Training Department at ST Electronics. Approximately 12 of your working staff need to attend a training course on Customer Services. You need to arrange a meeting with Jenny Li, your usual contact at Pioneer Training Services, to discuss this.

Send her an **email** to find out if they have a suitable course available – within the next couple of months, would be ideal. If so, ask for relevant details. If not, ask if they could conduct a special course for these staff at your own premises.

**Question 2 [15 marks]**

**Instructions:** Read the following scenario, and write a **letter** of about 200 words based on the situation below using the *fully blocked format* and *open punctuation*.

You are employed as an Administrative Officer by the Banfield Housing Association. It's for the maintenance work on its properties. It has a staff of 22 under the Chief Executive, Mrs Anita Newman.

You have various duties. They include dealing with queries and problems of tenants of the Association's houses and flats, liaising with firms working on properties and assisting. The address is Palma House, 18 Palma Seri, Banfield, Seksyen 23, Shah Alam. The telephone number is 012-448 8668 and the fax number is 019-327 3393. Housing associations own, manage and maintain properties for rent. The Banfield Housing Association own three estates; Long Branch, Tropicana and Ibis. It has contracts with general builders and specialist firms Association's professional staff. You are also the secretary of the Consultative Committee which exercises general oversight of the Association's work.

**SITUATION**

The Association is carrying out work to improve the kitchens in Palma Terrace on the Ibis estate. The houses date from the 1960s. New sink units are being fitted, together with extractor fans to improve ventilation. When the Association gave notice of the work to be done, it warned tenants to plan ahead and to cooperate with the builder.

This morning you received a letter of complaint from Mrs Johnson, one of the more difficult tenants. You telephoned the builder, Mr Reg Moss, whose comments were characteristically forthright. Mrs Johnson's letter and Mr Moss's comments are on the next page.

**Continued...**

37 Palma Terrace  
Banfield Seksyen 23  
Shah Alam

12 June 2019

Dear Sir/ Madam

I have just had your builder in to do my new sink unit and fit the extractor fan. It has not done me any good. The doctor says I must take things calmly and not get in a state but how can I with all this going on? He was here nearly all day yesterday and I couldn't get to the cooker so I had no dinner and with diabetes it is important that I eat on time. When he left, he left a big hole in the wall and I could see the sky through it. The fan he put in first made a loud humming noise and he said he would change it. What about the gate he broke with his ladder? When will it be repaired? I shall get all the dogs in the area in my front garden. At my age I can't cope with all this. I want to live in peace. Mrs Andrews next door says he did her kitchen in one day. Some people get all the luck. What are you going to do about it?

Yours faithfully

*Ann Johnson*

Ann Johnson (Mrs)

Mr Moss's comments to you on the telephone:

"I ought to get double rate for working at Mrs Johnson's. She's an ungrateful so-and-so. She finds fault with everything. Her sink unit took longer than all the others because she hadn't cleared out the cupboard underneath and then I found that water had leaked into it. There was rot underneath and I had to replace some floorboards before I could start to put in the new unit.

"I made the hole for the extractor fan and fitted it but she didn't like the noise so I've ordered another make. I offered to board up the hole. There's a flower bed outside the window and she said: 'Don't you dare tread on my roses' but I would have had to, so in the end she told me to leave it.

"All the time I was there, she kept asking me when I would finish. I'm down to go back and complete the job on Friday of next week and I shall be glad to see the last of it. I plead guilty to breaking the gate- I'll repair that at the same time. I've ordered the wood. I offered to clear the way to her cooker but she told me just to get on with the job.

"As for Mrs Andrews at number 35, everything was ready and clear for me there - and I got cups of tea and delicious chocolate cake. That lady is an excellent cook."

### TASK

Write a tactful but firm **letter of reply** to Mrs Johnson, covering relevant points in her letter. Give a gentle hint as to how she might be more cooperative. Tell her when it is planned to complete the work.

**End of Paper**